

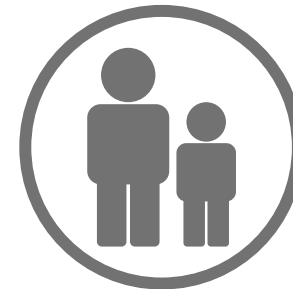
# South Dakota Department of Social Services Strategic Goals and Outcomes

*Strengthening and supporting individuals and families by  
promoting cost effective and comprehensive services in  
connection with our partners that foster independent and  
healthy families*



# DSS Divisions

- Administration
  - Finance
  - Legal Services & Administrative Hearings
- Economic Assistance
- Medicaid
- Behavioral Health
  - Community Behavioral Health
  - Correctional Behavioral Health
  - Human Services Center
- Children's Services
  - Child Care
  - Child Protection
  - Child Support



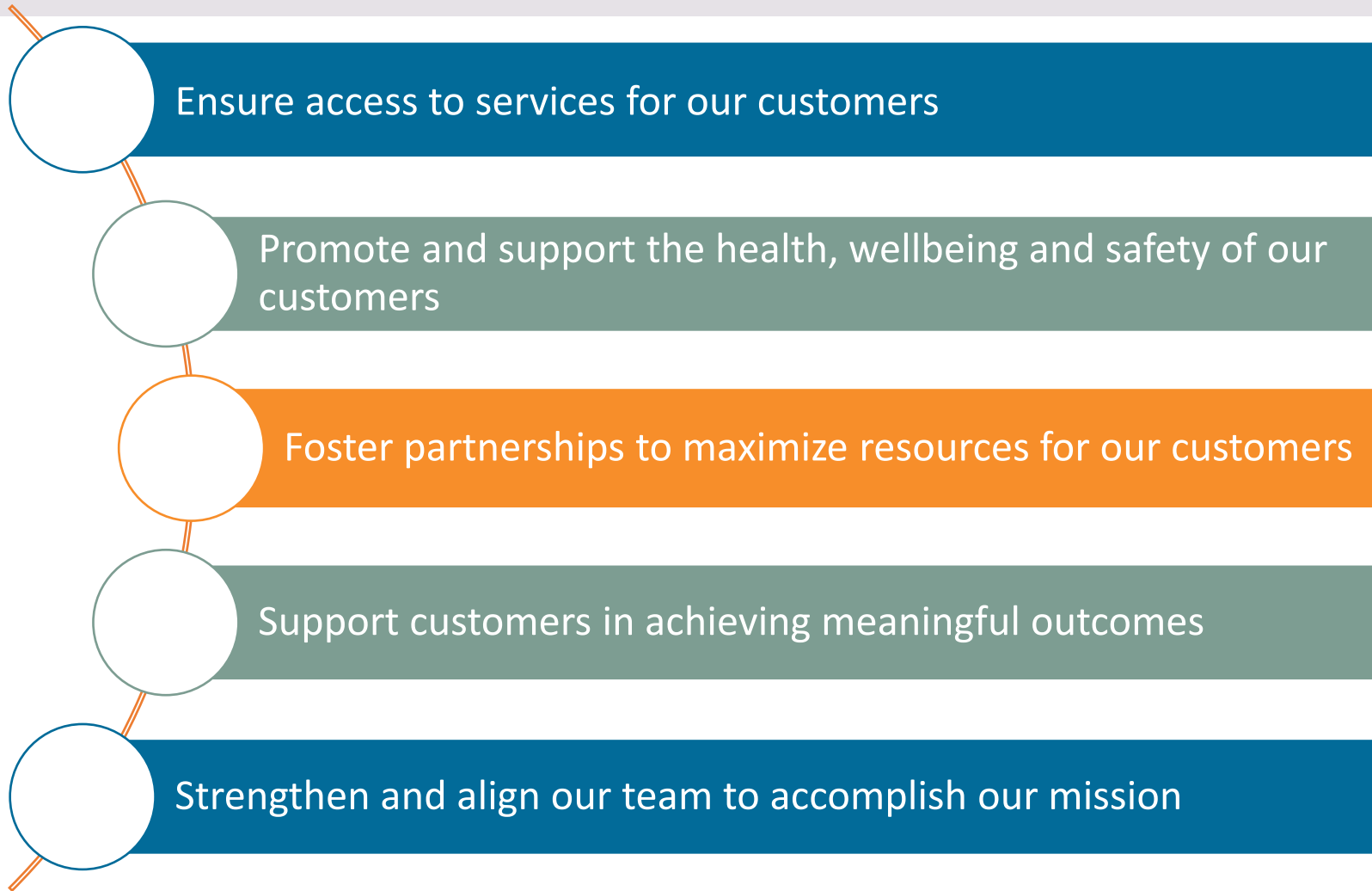
# Programs and Numbers Served

DSS Program	DSS Division	Number Served in FY 2016
Medicaid	Medicaid	37,461 adults and 81,213 children
Community Mental Health Centers	Behavioral Health	19,825 people
Substance Abuse Treatment Centers		12,297 people
Human Services Center		1,742 admissions (88% were involuntary)
Correctional Behavioral Health		3,987 psychiatric visits 1,357 inmates entering substance use disorder treatment
Criminal Justice Initiative (CJI)	Behavioral Health	2,129 people
Juvenile Justice Reinvestment Initiative (JJRI)	Behavioral Health	223 people

# DSS Economic Assistance and Children's Programs

DSS Program	DSS Division	Number Served in FY 2016
Supplemental Nutrition Assistance Program (SNAP)	Economic Assistance	96,913 people per month
Temporary Assistance for Needy Families (TANF)		3,032 families per month
Low-Income Energy Assistance		22,175 households
Home Weatherization		186 homes
Child Care Subsidies	Child Care	2,132 families
Child Support Collections	Child Support	60,418 cases
Child Protective Services	Child Protection	17,806 cases

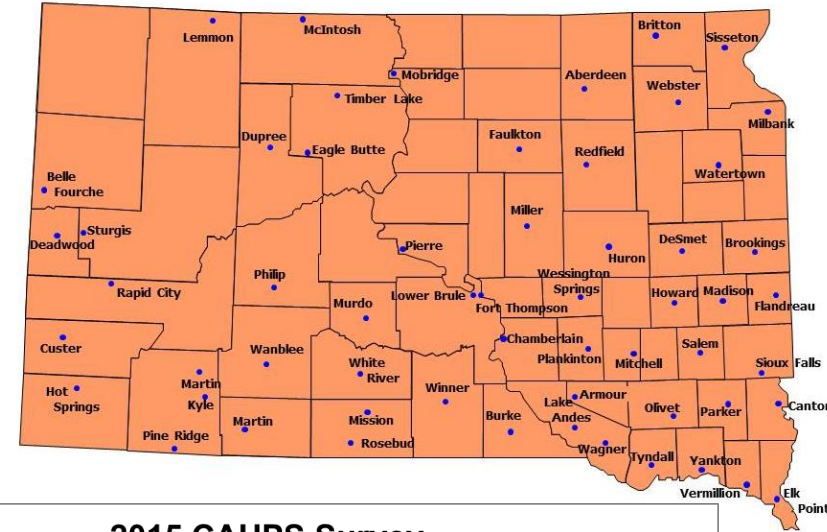
# DSS's Strategic Goals for 2016-2021



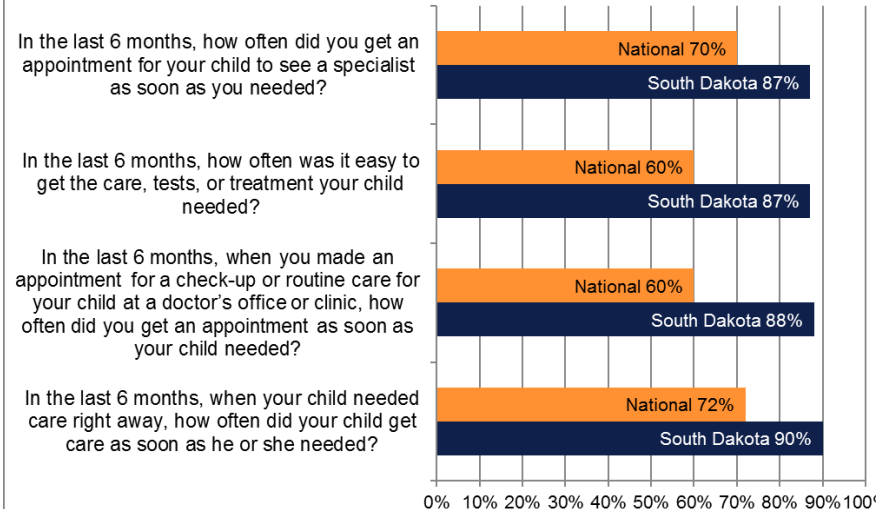
# Goal 1:

Ensure access to services for our customers

- There are 57 DSS local and itinerant offices.
- Continue to leverage technology through on-line applications, kiosks, and expanded tele-health
- 2015 National Survey for Medicaid
  - SD Rates exceed the national average



2015 CAHPS Survey

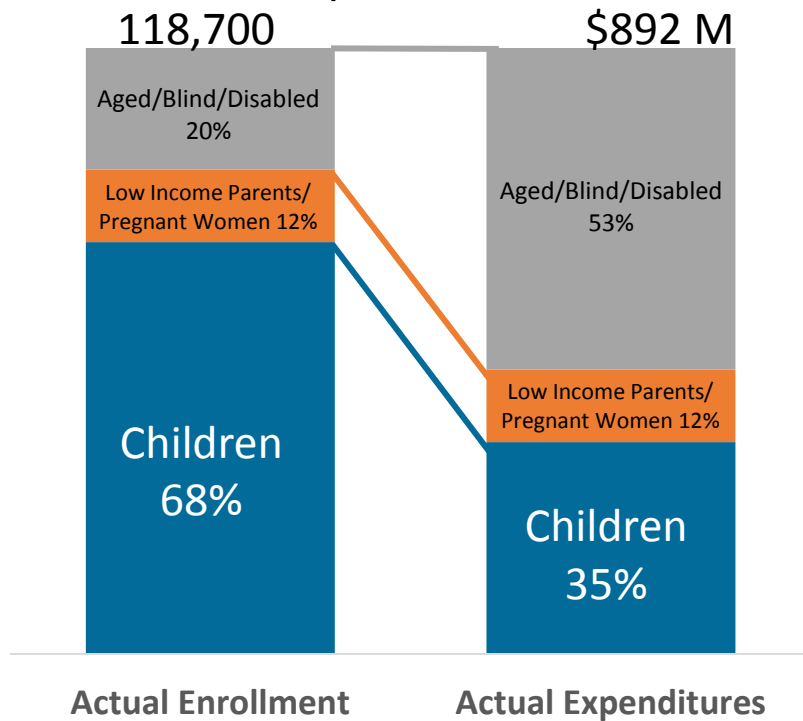


## Goal 2:

Promote and support the health, wellbeing and safety of our customers

### Medicaid

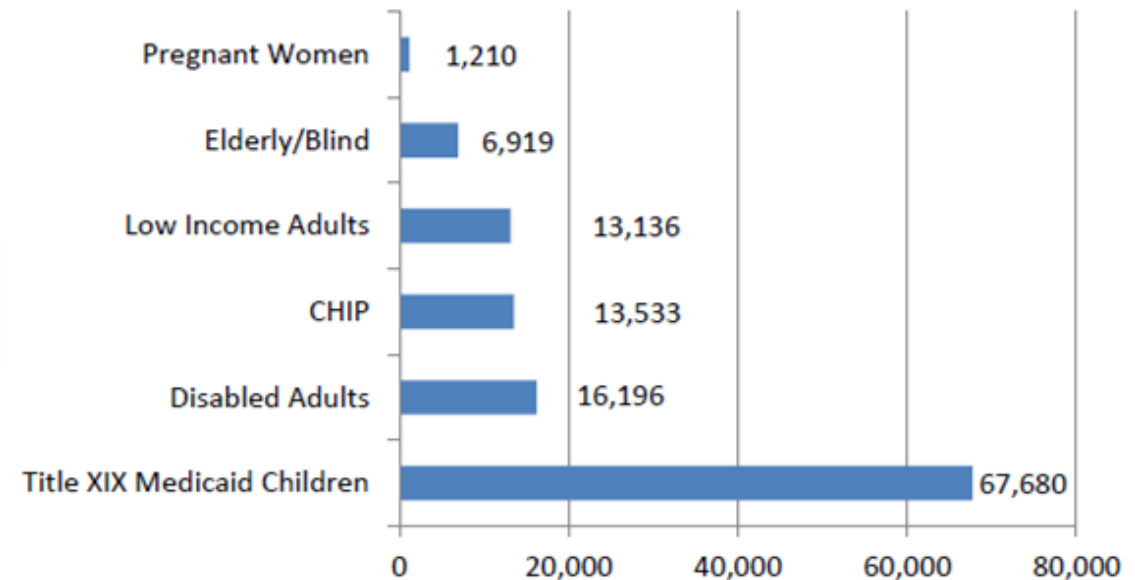
Medicaid enrollment & Expenditures



FY 2016 eligible for Medicaid



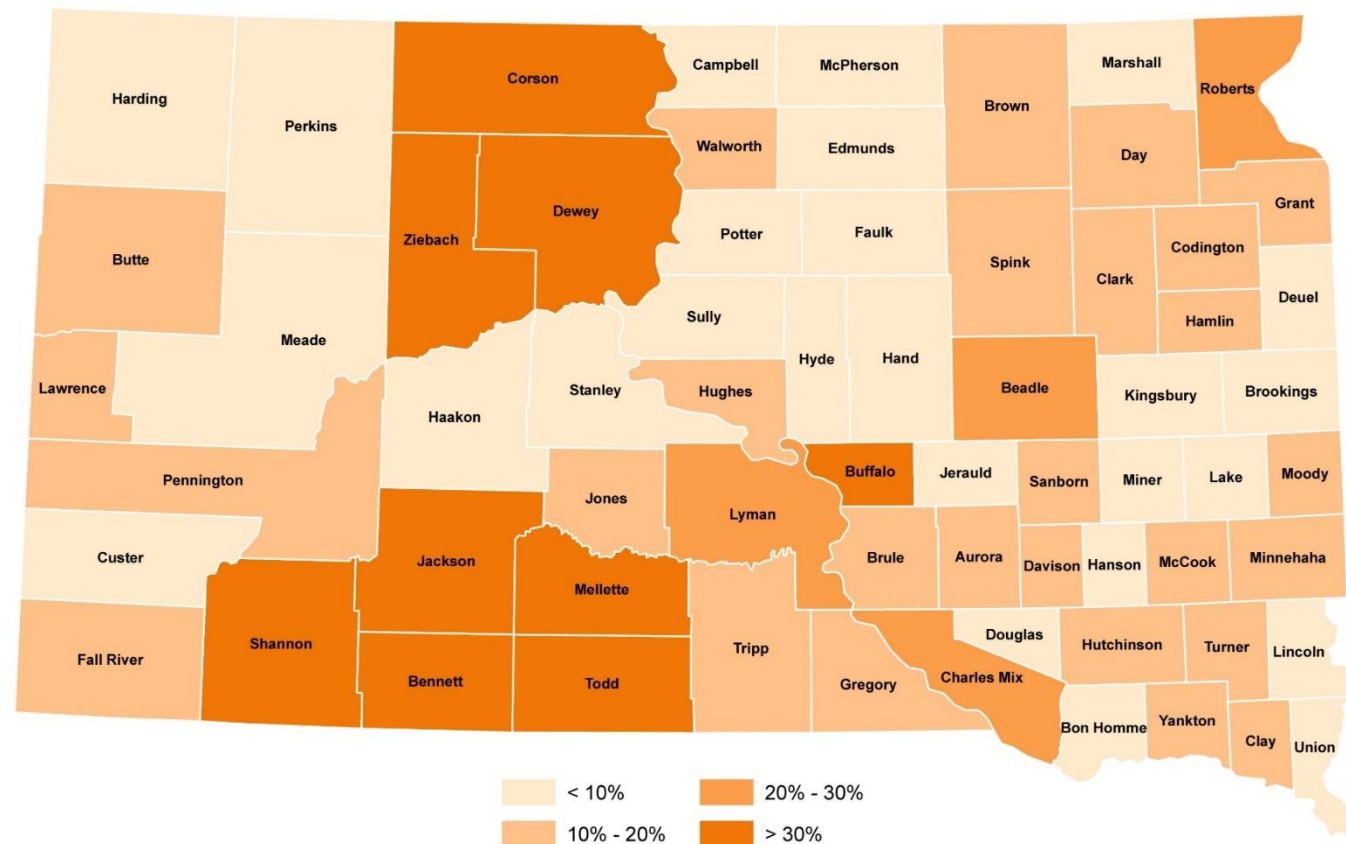
Medicaid participation by eligibility category, SFY 2016



## Goal 2:

Promote and support the health, wellbeing and safety of our customers

### *Medicaid Enrollment*



- 14% of South Dakotans were enrolled in Medicaid in FY 2016
- This map shows the percentage of each county's population enrolled in Medicaid



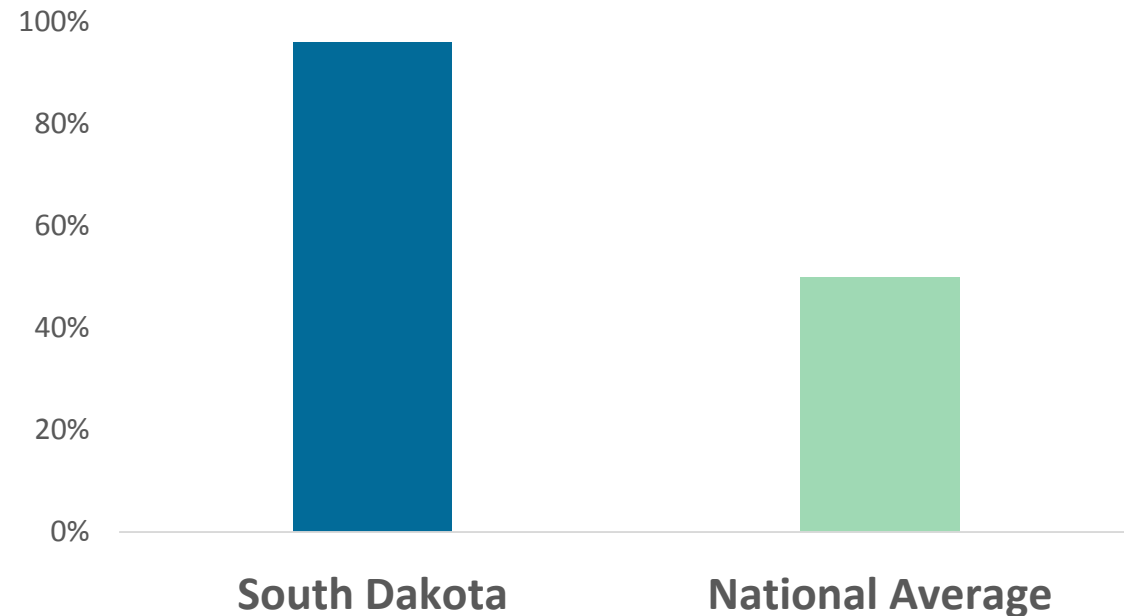
## Goal 2:

Promote and support the health, wellbeing and safety of our customers

### Child Protection

- **17,806** requests for services
- **93.8%** were due to abuse or neglect
- **96% of required monthly visits occurred in child's home/residence:**
  - National average 50%

CPS Visits Occurring in the Child's Home/Residence

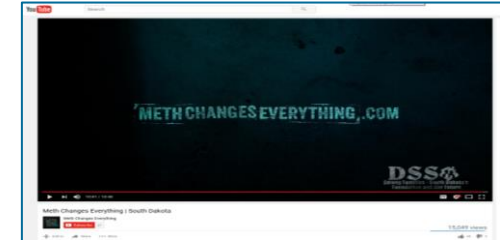


## Goal 2:

Promote and support the health, wellbeing and safety of our customers

### Behavioral Health

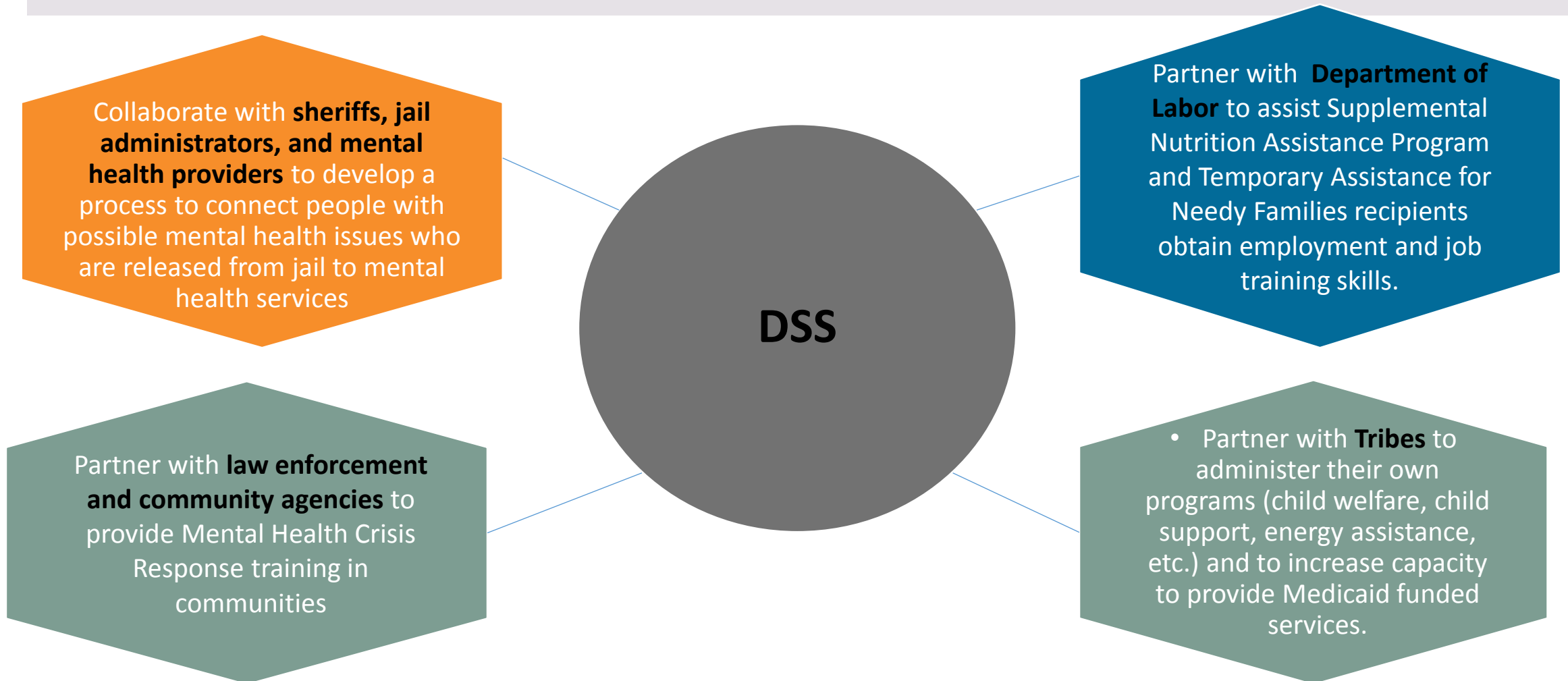
- “Meth Changes Everything” awareness campaign launched in September 2016
- Prevention providers have done over 240 school/community presentations with over 10,000 individuals to share the video and talk about the dangers of meth (<http://methchangeseverything.com>)



- Implemented evidence based treatment services for justice involved populations
- Clinicians from the SD Human Services Center provided review and consultation services to nursing homes – allowing 21 individuals to remain in their community setting

## Goal 3:

Foster partnerships to maximize resources for our customers



# Goal 4:

Support customers in achieving meaningful outcomes

## Connections to Work and Community

Outcomes Measure		
SNAP - Percentage of recipients still employed after 30 days	96%	
TANF- Percentage of recipients still employed after 30 days	81%	
Child Care – Percentage of recipients able to maintain full time employment	96%	
Clients reporting employment- CARE/IMPACT	Prior to services - 19.7%	After services - 25.9%
Clients who visited the emergency room for a psychiatric or emotional problem – CARE/IMPACT	Prior to services – 12.3%	After services – 2.9%
Percentage of clients with inpatient hospital stay CARE/IMPACT	Prior to services - 20.1%	After services 6%
Percentage of clients employed after 6 months (Cognitive Behavioral Intervention – CJI)	85%	
Employment Rate at Discharge from Community Substance Use Disorder Treatment Services	37%	National Average: 23%

## Goal 4:

Support customers in achieving meaningful outcomes

**Medicaid Health Home Program** – reducing cost of uncoordinated care for over 6,000 recipients with chronic conditions.

### Inpatient Costs Down 2013 – 2016

- The number of inpatient visits dropped by almost 20%
- For the top 5%, inpatient visits dropped by 9%

### Emergency Department Costs 2013 – 2016

- ED visits decreased by over 25% for the entire HH population

### Primary Care in the Past Year

- 6% increase in people visiting primary care provider in last 6 months

*Cost avoidance of \$4 - \$5.6 million in expenditures prevented by the Health Home program - reducing the rate of growth in costs for the Health Home population*

**Child Protection** – Family Reunification - Goal is to reunite families whenever possible:

**77%** of children are returned home within 12 months of removal



## Goal 5:

Strengthen and align our team to accomplish our mission

Accountability  
and Core  
Competency  
developed for  
each DSS  
position.

Core  
Competency  
Training  
implemented  
for all DSS  
employees

### Engagement surveys HSC

- 2016 Survey
- Workplan developed
- 2017 Survey
- Increase in percentage of employees fully engaged from 19% to 24%
- Satisfaction ratings for 9 of the 11 drivers of engagement increased

### Enhanced Recruitment and Retention Strategies

Develop coordinated hiring process for like positions across divisions

Implement mentoring programs

# Program Integrity - Nationally Recognized for Program Quality

**Medicaid** – Exempt from recovery audit contractor requirement due to low payment error rates – only state in the nation to receive continuous exemption since 2010.

**Cost Avoidance/Fraud Prevention and Detection** - FY2016 \$8.7 million in collections related to third party liability (TPL), estate recoveries, and other fraud prevention and detection. Less than 5% of collections are fraud related. Additional \$425,315 in cost avoidance realized through fraud prevention and detection activities.

**SNAP #1** in the Nation in 2015 for case and procedure errors and a 99.25% payment accuracy rate earning \$591,637 in performance payments. Over 30 years of performance earnings used to offset the cost to administer the program.

**Child Support** – FY2016 #2 in the nation earning \$2 million in incentive payments used to offset cost to administer the program. Top 3 in the Nation for last 15 years.

**Child Care** – 99.6% payment accuracy compared to national average of 94%

